Service & Support

LANCOM Emergency Support

Short-term, solution-oriented emergency support with minimum reaction time

- Guaranteed reaction time of max. 30 minutes
- Professional LANCOM support, e.g. for on-site technicians at the customer
- A LANCOM support staff member is exclusively at your disposal for your support case (max. 6 hours)

LANCOM Systems

LANCOM Emergency Support

Fast help without long idle time

With the LANCOM Emergency Support we guarantee a reaction time of max. 30 minutes. This way, your support case will be handled without delay.

Minimized downtimes, maximized productivity

In case of network failures we support you in a matter of 30 minutes. Longer network downtimes are prevented, and business-critical IT services are available again in the quickest way possible.

Direct help from the manufacturer

With the LANCOM Emergency Support you receive competent help from the manufacturer in case of an emergency.

Conditions

A LANCOM Emergency Support voucher you are entitled to:

- Immediate support, for example for on-site technicians
- Fast, 30-minute response time
- A staff member is made exclusively available for your support case. Maximum processing time 6 hours

Usage

By telephone

Contact the LANCOM Emergency Support via telephone: +49 (0)2405 49936-219

Please have your voucher number at hand.

LANCOM service times

The LANCOM Emergency Support is available from Monday to Friday from 9am to 5pm, except for regional holidays (Wuerselen, Germany).

Item numbers	
LANCOM Emergency Support Voucher	10320

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